EDMONTON

# SUMMER 2003 WINS

Corporate Wins are initiatives selected by City staff to demonstrate ongoing commitment to achieving corporate goals and providing value to Edmonton citizens. The Summer 2003 list includes examples of innovations, cost savings, service improvements, partnerships and external recognition.
The report is grouped into categories: the City of Edmonton Administration, the Edmonton Public Library, the Edmonton Police Service and Winning Ways (awards and special recognition).
The report is also available on the City's Web site:
http://www.gov.edmonton.ab.ca
Or call (780) 496-8196.

## The City of Edmonton

### Living the vision

- **Quality, best value services**
- **Satisfied customers**
- **Valued employees**

THE CITY OF Edmonton

## GOAL: Planned growth

**Manage land use and development in mature neighbourhoods, business areas and new suburban areas, and maintain quality of the environment.**

### 1. Common voice for community development

The City of Edmonton is supporting the Riverbend and Terwillegar area community leagues and homeowner associations as they work together to form a council called Terwillegar Riverbend Advisory Council (TRAC). TRAC allows area residents to speak with a common voice and work together on common issues such as a future district park site and transportation concerns. Locally, homeowner associations are working with their community leagues to reduce vandalism and add new features to their neighbourhood parks.

Debbie Cashion-Kalinowski, Community Services, 496-1474
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## GOAL: Services to people

**Provide quality, best value services that contribute to the safety, security, well being and enjoyment of Edmonton's citizens.**

### 1. ETS business development

ETS is able to respond faster and more appropriately to customer input, and improve customer receives using computerized data mining to analyze and use information from up to 10,000 customer calls. This real-time information allows ETS staff to identify early trends, monitor changes and validate other research.

Elizabeth Alke, Transit Branch, Transportation and Streets Department, 496-4309
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### 2. ETS hosts community conference

Edmonton Transit hosted its fifth annual Community Conference in May 2003. About 100 conference delegates attended sessions hosted by transit staff, with topics covering ETS security, accessibility, service planning and advocacy. Conference attendees listened to keynote speaker, Amelia Shaw, a member of the Canadian Urban Transit Association, and enjoyed a short stage production by Morinville school students called Granny's Album.

Lorna Stewart, Community Relations, Transportation and Streets Transit Branch, 496-2849
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### 3. City assists in successful 2003 triathlon

Thousands of spectators joined over 700 athletes from around the world for the ITU Triathlon World Cup race in Hawrelak Park July 13. Edmonton's attendance and participation rates were some of the

highest in the history of the World Cup race. It is estimated that over one billion viewers world-wide watched the televised event courtesy of the CBC, BBC or one of the other 90 international broadcasters. The assistance that the City provided was critical to the event's success.

Doug Costigan, Community Services, 496-4956
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**4. Garden program reaps more than plants**

With City support, the non-profit group Generations Growing and Gardening Together continues to expand and now operates 489 family gardens in 24 low-cost housing developments. Residents are encouraged to grow their own gardens and are guided by mentors who provide the necessary horticultural information. The project is effective in helping residents improve community safety, reduce isolation, develop mutual support and enhance personal development. And of course, grow some wonderful flowers and tasty fruits and vegetables!

Karen Lee, Community Services, 496-5922
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**5. Parkland bylaw improves park use**

Parkland Bylaw 2202 was amended by City Council on July 4, 2003, with an effective implementation date of January 1, 2004. The bylaw amends a 41 year-old Parks and Recreation bylaw with the intent of promoting safe, enjoyable and reasonable use of parkland, while protecting and preserving the natural environment. Major changes from current legislation include enforceability, greater trail access for all users, expanded hours of use, protection of natural areas, permit requirements for group gatherings and clarified rules for dogs on parkland.

Lyall Brenneis, Community Services, 496-4856
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**6. Master composter program going strong**

Thirty enthusiastic citizens graduated from the Master Composter/Recycler program this year. Some 400 residents have taken the 35-hour training offered by the Waste Management Branch since 1991. The graduates volunteer in their communities, educating Edmontonians about sustainable waste practices including recycling, composting and using Eco Stations. Each year, these dedicated citizens contribute close to 3,000 hours of volunteer time.

Connie Boyce, Asset Management and Public Works, 496-5407
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## 7. City uses innovative product to repair pool

An innovative new concrete product that cures in 48 hours rather than the typical seven days helped the Land and Buildings' Facilities Maintenance section repair the Queen Elizabeth Pool in time to celebrate its 81st anniversary.

The pool required urgent maintenance when it sprang a leak in the return water line and began leaking approximately $200 worth of water per day. The problem was under the concrete pool tank, which required draining the pool and sawing cutting and removing the concrete over the pipe and repairing the pipe. The pool reopened on August 2.

Gerry Thiessen, Asset Management and Public Works, 496-1936
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## 8. City protects environment through technical innovation

Drainage Services was recently recognized with an award for technical innovation in an environmental project by the Alberta Chapter of the Canadian Public Works Association for adapting technology from the petroleum industry to contain and remove hydrocarbons from flows entering Mill Creek.

In an effort to effectively manage contaminated spills to the creek, this innovative technology provides a mechanism for hydrocarbons to separate from water and float to the surface. The hydrocarbons are then collected and enclosed in a sealed tank for temporary storage until they can be removed for recycling or disposal. Several spills of 1,000 litres or more in Mill Creek have been contained and removed using this technology.

Siri Fernando, Asset Management and Public Works 496-6858
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## 9. New program combats combined sewer overflows

To reduce the volume of pollutants flowing into the North Saskatchewan River, Drainage Services has embarked on a Real Time Control (RTC) program. This initiative utilizes a series of automatic gates that enable sewers to act as holding tanks, retaining sewage that would have overflowed into the river, until capacity is available at the Gold Bar Wastewater Treatment Plant.

The first facility, RTC #4, at 108 Ave. and 96 St. was completed in 2002 at a cost of $2 million. The structure, the first of its kind in western Canada, is already improving the North Saskatchewan River for the benefit of Edmontonians and downstream communities, capturing up to 800 cubic metres of combined sewer overflows that used to go into the river during rainfall or snowmelt. The second structure, RTC #6, at 102 St. and 114 Ave., is under construction, and will provide additional improvements to river quality by the end of this year.

Siri Fernando, Asset Management and Public Works, 496-6858
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## GOAL: Infrastructure and physical environment

**Develop and maintain infrastructure, maintain the quality of the environment, develop and use communications and information technology.**

### 10. Cold recycling yields multiple benefits

The Transportation and Streets Department now uses a process known as Cold Recycling in its infrastructure maintenance program. Cold recycling entails pulverizing and blending asphalt and the underlying base of the road and mixing it with a stabilizer to recycle existing pavement. This process improves the load-carrying abilities of the road, creates a faster construction time and costs 30 to 50 per cent less than reconstruction.

Hugh Donovan, Streets Engineering Branch, Transportation and Streets Department, 944-5666
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### 11. Corona chandeliers save money and more

Five chandeliers in the Corona LRT Station just got a new set of bulbs which will provide annual cost savings of $3,000, double the light level and last about four times longer than the older models. All 375 25-watt incandescent bulbs were replaced with nine-watt compact fluorescent lamps, the most efficient technology on the market.

Jim Stein, Transit Branch, Transportation and Streets Department, 496-4364
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### 12. Popular Adopt-a-Road project to carry on

After a successful pilot project, the Transportation and Streets department will offer the Adopt-a-Road program on a regular basis. This is an opportunity for the public to clean litter from a stretch of road twice a year, and receive recognition on a street sign in return. The pilot was first launched in 2002 and the public support was so strong that organizers met their goal to have every spot on Manning Drive adopted. Now, the program is being expanded to include Calgary Trail, Gateway Boulevard, Yellowhead Trail and Stony Plain Road.

Lloyd Meyer, Streets Engineering Branch, Transportation and Streets Department, 496-4689
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### 13. New and improved Londonderry Centre re-opens

Londonderry Fitness & Leisure Centre in northeast Edmonton recently completed over $4 million in renovations to increase energy efficiency, improve accessibility for families and the disabled, and offer more opportunities for recreation and fitness. Some of the improvements include a large fitness centre, special multi-purpose / aerobics room, a family / disabled change room, steam room and new mechanical, air and water systems. The extensive facility upgrades and retrofits were made possible through the shared municipal, provincial and federal government funding of the Infrastructure Canada-Alberta Program (ICAP), and a grant from the Community Lottery Board.

Evelyn Ehrman, Community Services, 496-4746
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### 14. Trees replaced

The City planted 2,000 trees this year in southeast and northwest Edmonton to replace those that died because of the region's extended drought. The trees are planted in maintained areas of boulevards, roadways and parks. This is the second year of the three-year Drought Tree Replacement Program that assists in the beautification of Edmonton.

Mel Link, Community Services, 496-4971
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### 15. Historical Edmonton cemetery undergoes restoration

Restoration work to preserve aging monuments is underway at Edmonton's oldest and most fascinating cemetery. Funded through the Capitol Infrastructure Program, the slow and complex restoration involves rebuilding the base of tilting monuments and resetting the monument back in place. This work is critical to maintaining the appearance and safety of the historic site for future generations. Many historical figures such as Emily Murphy and Nellie McClung have been laid to rest at Edmonton Cemetery.

Rene Hopp, Community Services, 496-6984
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## GOAL: Leadership, regional co-operation and planning

**Focus on leadership and regional co-operation, intermunicipal planning, development and service delivery.**

### 16. Beaumont-Edmonton transit service pilot

A six-month trial transit service between Beaumont and Edmonton launches Sept. 2. ETS will provide the buses, labour, fuel, maintenance and administration for transit service to the growing commuter market. Costs will be partially offset by fare box revenues. The service includes two trips in the morning from Beaumont to Edmonton and two trips in the afternoon from Edmonton to Beaumont.

Patricia Waisman, Transit Branch, Transportation and Streets Department, 496-5736

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### 17. Regional transit service to continue

Agreements between Edmonton Transit, St. Albert Transit, and the County of Strathcona have been renewed for a five-year term, guaranteeing convenient transit between communities to the growing number of commuters within the region. The agreements also allow patrons to use the same fare product, such as monthly passes, between and within Edmonton and the municipalities with a $1 boundary fee, making it easy to use transit for every trip.

Patricia Waisman, Transit Branch, Transportation and Streets Department, 496-5736
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### 18. Asphalt rubber pilot project improves roadways

A partnership between the City of Edmonton, Strathcona County, the provincial government and the Tire Recycling Management Association will see a variety of roads in Edmonton and surrounding area paved with asphalt rubber. This mixture of traditional asphalt and recycled tire crumb has been successfully used in a number of other countries. We want to determine if the product will perform equally well in our area, particularly in the areas of application and maintenance costs, structural performance, noise generation and vehicle traction.

Hugh Donovan, Streets Engineering Branch, Transportation and Streets Department, 944-5666
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### 19. Advisory committee promotes non-motor transportation

A new multi-use corridor advisory committee has formed to speak out for non-motor transportation. The committee has a core group of 17 people who represent many modes of non-motor movement. The group is helping City administration on the Parkland bylaw and transportation policies, and would like to see the entire city accessible by some form of non-motor transportation.

Claire Stock, Planning Branch, Transportation and Streets Department, 496-2407
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## GOAL: Organizational effectiveness

**Achieve excellence in management of the City's resources: financial, people and assets.**

### 20. City participates in unique apprenticeship program

The Land and Buildings Branch and IBEW local 1007 are conducting a pilot project to allow students to gain work experience in a trade and earn their first year's apprenticeship work hours and course credits while attending high school.

Under the Registered Apprenticeship Program, the City has hired two students to begin training as electrical apprentices. The students will receive a three-week orientation this summer and will be employed for a full semester later in the year when schooling permits. With an ongoing demand for

skilled trades-people, the program is a win/win as it gives students early exposure to the trades, while it gives the City an opportunity to mentor and encourage interest in the trades.

John Nicoll, Director, Asset Management and Public Works, 496-8940
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**21. Drainage Services saves $1.5 million on equipment retrofit**

Thanks to the initiative of staff at the Gold Bar Wastewater Treatment Plant, Drainage Services achieved a net savings of $1.5 million and an annual 10 per cent power consumption reduction at the plant.

The savings and energy reduction came as the result of a retrofit to an existing 3500hp blower which supplies air to the plant's aeration tanks, maintaining healthy populations of nutrient-removing bacteria required in the treatment process.

Abdul Mohammed, 496-4730
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**22. Strategic Sourcing saves through pilot project for purchasing chairs**

The city is saving about $300 per chair by purchasing them from one company, Ergo-Industrial. The average office chair cost around $600 before the standard was set. Now the City is paying less than half the original price.

Strategic sourcing of chairs has proved so successful that as of July 1 all City furniture will be purchased in the same way. The new Furniture Coordination Network will administer the chair and furniture contracts to ensure the expected savings are realized.

Projected savings are estimated at $169,000 in process savings (unseen costs for staff time, storage, disposal), and another $88,000 in discount savings (direct cost savings).

Gerry Goodall, Director Materials Management, Corporate Services, 496-5018
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**23. IT overtime cost reductions projected for 2004**

Initiatives undertaken in 2003 will reduce the budget for Information Technology staff overtime by $117,000 in 2004. The initiatives include:

- Implementation of a software release program for application systems.
- Installation of power generators by Asset Management & Public Works department, to enable the corporate computer site to keep running during power outages.
- Use of temporary staff instead of contractors, with a lower hourly cost rate.

John Mills, Information Technology, Corporate Services 496-4200
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## Edmonton Public Library

Living the vision

THE CITY OF Edmonton

**CORPORATE WINS SUMMER 2003**

Edmonton Public Library connects the people of Edmonton to the knowledge and cultures of the world.

**24. Library no slouch in corporate challenge**

Ninety-six Dewey Decimators represented the Library in its first attempt at Corporate Challenge. Among the participants were the director of libraries, who placed third in the CEO challenge, all three associate directors, both district managers and at least one staff member from each branch or division. True to its nature, the Library was the hub for a highly successful scavenger hunt. Under the leadership of its team captain, Barbara Spencer, the Library received 79 of a possible 90 points, and placed fourth overall. Eighty-eight staff members, as well as eight family members who participated as volunteers, raced, walked, pulled and played to a 21st place finish in the Corporate Challenge. The sky's the limit for the future.

Adrienne Brown Canty, Coordinator, Manager, Capilano and Sprucewood Branches, 496-7098

**25. EPL GOES with success**

The Library hosted the GOES (Grade One Education on Safety) program, presented by Emergency Medical Services (EMS) in the Stanley A. Milner Library during the 2002-2003 school year. The purpose was to help students increase their knowledge and build a positive attitude towards safety by providing an interactive and stimulating program that corresponds with the schools' health curriculum. The program also helped students become familiar with ambulance equipment that may be used in emergencies. A total of 17 sessions were presented to 1,291 students during the school year. The Stanley A. Milner Library offers a facilities rental service and is the venue sponsor for about 50 public programs that are attended by hundreds of Edmontonians annually, ranging from festivals, author readings, literary events, to topical discussions, multicultural and historical presentations.

Sylvia Hertling, Facilities Coordinator, Community Relations and Corporate Development, 496-7080

**26. Library's SWAT team conquers the Killer Fringe**

The Library's S.W.A.T. Team (Stories With A Twist) conquered Attacks of the Killer Fringe this year with performances that "kicked up a storm." Inspired by the theme of the children's summer reading program, "Read Up a Storm," the SWAT team sleuthed story books and purloined puppets to give eight performances during the Edmonton Fringe Festival on the loading ramp of the Strathcona branch Library, adjacent to the Library's annual fringe book sale tent. Presentations were enjoyed by hundreds of Fringers. Performers came from eight of the Library's 16 locations, while family, friends, and other staff contributed to set, costume design and props.

Joan Holben, Coordinator of the SWAT Team, Strathcona Branch Library, 496-1828

**27. Library celebrates first annual Cultural Diversity Day**

The Stanley A. Milner Library played host to celebrations of the First Annual Cultural Diversity Day, initiated by Canadian Heritage. The public received information on the Library's resources in other languages including books for children and adults, recordings and videos in 26 languages and newspapers in different languages from countries such as China, India, Pakistan, the Philippines,

Poland, Russia and others. Participants viewed a display of selected writing by immigrants of their experiences in Canada, enjoyed musical entertainment performed by the Alberta Chinese Orchestra and partook in refreshments catered by Changing Together, an organization that works with new immigrants.

Najma Karmali, Other Languages Librarian, 496-7035
Margaret Rutherford, Literacy Librarian, 496-1890
Dianne Szlabey, Communications, 497-7055

**28. Library director awarded Queen's Jubilee Medal**

Director Linda C. Cook was awarded the Queen Elizabeth II Golden Jubilee Medal in recognition of her outstanding service and commitment to the community.
Among the awards she has received was the distinguished alumni award (2002) from the University of Alberta Library and Information Studies Alumni Association (LISAA), in recognition of her leadership and commitment to her profession and her contribution to the library community at the local, provincial, and national level. She was an instructor in the Library Technician program at Grant MacEwan College for 15 years and is the Chair of the Information Management and Library Technology Program Advisory Committee at Grant MacEwan. She is a member of the Canadian Association of Large Urban Libraries (CALUPL), board chair of The Alberta Library, a member of the Lois Hole Library Legacy Program Advisory Committee and board member of the Edmonton Downtown Development Corporation (EDDC).

Under Linda's leadership as director, the Edmonton Public Library has increased its profile and continues to grow. There are now 16 library locations serving the city. Compared to 2001, library visits increased by 10 per cent to nearly 5 million in 2002, circulation grew by six per cent to eight million, and visits to the Library's web site reached 2.2 million, an increase of 633 per cent compared to two years ago.

Linda C. Cook, Director of Libraries, 496-7050

## The Edmonton Police Service

**Living the vision**

- **Evolve community policing to make Edmonton a safer city**

### 29. Police Victim Services Unit distinguished as inspiring role model

Dr. Irwin Waller, a professor of criminology at the University of Ottawa, acknowledged the EPS Victim Services Unit and noted its efforts in improving support to crime victims. The integration of volunteers and patrol members to provide services to victims was emphasized as well as the unit's 24-hour service to assist victims in crisis.
The Victim Services Unit is being referenced in the European Institute for Crime Prevention, a journal published in England. The international recognition enhances both the reputation and the credibility of the EPS.

Maggie Roberts, Edmonton Police Service, 421-2641
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### 30. EPS creates gang guide

Who are your children hangin' with? is a community resource guide filled with tips, techniques and background information designed to explain how gangs work and what to do about them.
Free copies can be found at all EPS divisions and community stations or get an electronic version (pdf) by visiting the gang web page on the EPS Web site (www.police.edmonton.ab.ca, click on Community, then Street Gangs).

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## WINNING WAYS

### 31. Materials Management Branch wins 2003 Corporate Sponsor Award

Corporate Services Materials Management Branch received the 2003 Corporate Sponsor Award from the Alberta Institute of the Purchasing Management Association of Canada in May 2003.
The branch was presented the award for its outstanding support and contribution to the Alberta Institute, the National Association and the purchasing profession as a whole.

Gerry Goodall, Director Materials Management, 496-5018
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### 32. Edmonton Transit wins Canadian Urban Transit Association Award

Edmonton Transit has won a Canadian Urban Transit Association (CUTA) Award for the City's Fuel Sense Project. The project is intended to reduce fuel consumption, accidents, greenhouse gases, and exhaust emissions. Project testing in 2002 involved measuring fuel consumption after a normal week of driving a transit bus, providing "fuel sense" training to the operator, and then measuring fuel consumption after a week of driving while utilizing the fuel sense techniques. Results showed an eleven per cent average reduction in fuel consumption. The CUTA Award for Innovation was awarded because ETS staff "*designed and implemented a program that demonstrated innovative concepts or effective problem solving.*"

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